

Date: 2013-08-02

Marlene H. Dortch

Secretary

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

RE: Please Grant FCC Approval of the InnoCaption App
Created by Miracom for Smartphone Devices

Dear Secretary Dortch,

I am writing to strongly endorse the InnoCaption product for a Smartphone and urge the FCC to grant speedy approval of this product for the deaf and hard of hearing community. A product like this is in great demand for those of us with a hearing loss trying to function in society and compete for employment with the hearing community. It offers a level playing field that is not currently available with other caption products.

For those of us with hearing loss, it becomes difficult to make and/or receive phone calls in any environment, but it is especially hard in a mobile application. We should be able to make or receive calls to and from friends, family, neighbors or business associates at any time or place we want without any forethought, needless advance notice or complicating process for either party.

For example, in the event of a breakdown on the road, we should be able to call a tow service without worry or frustration. I work at CDC in Atlanta - part of my job involves emergency communication. I know how critical this is and have seen the technology demonstrated at one of my hearing conferences (either ALDA or HLAA) in the past two years. It is far superior to others out there.

I am not connected with Miracom or the InnoCaption product in any way. I just have a hearing loss and have great need of this service being available. I struggle to hear and comprehend every word another party says which many times puts me at an even greater disadvantage when using telephone communication.

I am moderately to severely hard of hearing and do not have a landline and utilize my Smartphone for work, home, and mobile phone service. I hear enough in many situations but not all, such as when background noise is unavoidable or when I am speaking to people with certain pitches on the phone. Try doing customer service when you have to ask to clarify a word or two after every 2nd or 3rd statement. This would greatly improve my ability to do life with clarity!

When making a call, we want the communication assistant (CA) to be automatically connected and the call to proceed smoothly. Captions come on very quickly and the quality of captions is much superior with InnoCaption. I'm told that InnoCaption uses stenographers as their CA's who are trained to court reporter level certification. The CA actually types the conversations instead of using "Voice Recognition" technology, which reduces the number of errors and speeds delivery of the captions substantially. They also provide each user with their own caption phone number that we can share with our friends, family, and business contacts.

Whenever someone calls that number the app is automatically turned on, a CA is automatically connected and we start receiving captions immediately. This is a very seamless approach to mobile communications for the deaf and hard of hearing that needs to be granted for all of us to begin using soon.

This InnoCaption product is just the app many of us Smartphone users have been looking for that can give us the freedom, security and mobility we need and want, but we need the FCC to approve it quickly so we can begin using it now. I urge the Commission to grant quick approval of this product for our sake.

Thank you for taking serious note of this request.

Sincerely,

Angie Fuoco

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Reference: CG Docket No. 03-123

CG Docket No. 13-24

cc: Hon. Mignon Clyburn

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